



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Patient Referral Coordinator II

Lummi Tribal Health Center (LTHC)

Re-Advertise

OPEN: October 20, 2023

EXEMPT: No

SALARY: (7) \$20.07-\$22.60 p/h DOE

SHIFT: Day

LOCATION: LTHC

DURATION: Regular Full-Time

CLOSES: Until Filled

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: Business Office

SUPERVISOR: Patient Referral Supervisor

VACANCIES:1

JOB SUMMARY: Performs a variety of duties essential to processing both external and incoming referrals. Candidate will work with providers, patients, and outside parties. These duties may include verifying insurance benefits and coverage, scheduling certain appointments, reviewing referral data for accuracy, obtaining preauthorization when needed and assuring that referral is routed to the appropriate department/specialty. Follows up with patient and clinic/hospital staff via telephone or electronic messaging regarding referral information as needed.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Assist in the screening and referral of potential Medicaid, Washington Health Plan and Medicare patients to Patient Benefits Coordinator and Tribal Assistors.
2. Pre-verify and receive prior authorization with third party insurance companies to assist in making referrals to specialty providers.
3. Assists with the management of "urgent" referrals to expedite the scheduling & communication with the receiving specialty department. Call the specialty department when sending urgent referrals to bring attention to the referral.
4. May provide patients with information on alternate health coverage that is available to them.
5. Obtain required documents needed to determine eligibility of patients seeking health care by requesting documented proof of Indian ancestry and/or tribal membership (i.e., tribal enrollment card, certified certificate of Indian blood, etc.), proof of address to abide to our established Purchased & Referred Care Delivery Area (PRCDA), application to health insurance, and other documents to complete a chart for Direct Care according to PRC Policy guidelines.
6. Maintain, input, update and verify all alternate resources data necessary for patient registration and for accurate billing using the EPIC software.
7. Schedules medical and dental appointments for patients with outside providers per referral from physician/provider within the EPIC system. Processes all referrals within 1 day of the provider's order.

8. Provides patients with information on outside services not available at Lummi Tribal Health Facilities, including Lummi Tribal Health Clinic, Lummi Behavioral Health and Lummi Counseling Services.
9. Interviews, screens, and schedules appointments for Medical, Mental Health and specialty clinics. Schedules follow-up appointments and procedures accurately/concisely according to physician's preference.
10. Respond to patient phone request within 24 hours to verify appointment scheduled.
11. Maintains a log on phone calls, emails, any type of correspondence as well as response provided within EPIC Referral system.
12. Assists referring medical staff in obtaining results and outcomes from outside referral provider sources.
13. May assist patient and medical staff in coordinating secondary and tertiary referrals.
14. Fax all referrals to vendors after the referral is completed and communicate with patients when an appointment is set or if they will be setting up their own appointment.
15. Participates in training and guidance provided by the Patient Referral Supervisor.
16. Provides back-up and coverage to Patient Care Coordinators, as needed.

MINIMUM QUALIFICATIONS:

- Must have High School diploma or equivalent (GED).
- Five (5) years of medical office experience; and
- Five (5) years of experience with EPIC or similar medical software; and
- Five (5) years of experience working with Medicaid, Medicare, and Private Health insurance requirements and regulations; and
- Lummi/Native American/Veteran preference policy applies.

OR

- Associate's degree in accounting, medical billing, medical coding, or related field; and
- Three (3) years of medical office experience; and
- Three (3) years of experience with EPIC or similar medical software; and
- Three (3) years of experience working with Medicaid, Medicare, and Private Health insurance requirements and regulations; and
- Lummi/Native American/Veteran preference policy applies.

OR

- Bachelor's degree in accounting, medical billing, medical coding, or related field; and
- One (1) year of medical office experience; and
- One (1) year of experience with EPIC or similar medical software; and
- One (1) year of experience working with Medicaid, Medicare, and Private Health insurance requirements and regulations; and
- Lummi/Native American/Veteran preference policy applies.

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KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to work in an office setting, prefer medical office.
- Ability to work independently using approved policies.
- Knowledge and experience of Business Office functions, policies, and procedures.
- Skills in Data Entry; possess excellent organizational and clerical skills.
- Skills in using Microsoft Office software applications.
- Good communication, verbally and writing skills.

- Ability to have excellent customer service skills.
- Knowledge of Medicaid policies and guidelines.
- Ability to remain neutral and utilize established grievance policy and procedures when patient/staff conflicts arise.
- Knowledge of medical terminology and experience with ICD and CPT codes preferred.
- Knowledge and experience in the use of RPMS applications with particular emphasis on RCIS, Registration, Scheduling and EHR, preferred.
- Ability to maintain good working relationship with Supervisor and other LTHC employees.
- Must maintain strong work ethics including attendance and punctuality.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy
- This position requires regular contact with or Control over Indian Children and is therefore subject to an extensive Criminal Background Check and CAMIS Check.
- Must be able to pass a Tuberculosis test and other required requests to work within a healthcare facility.
- Must acquire HIPAA training and comply with confidentiality regulations (willing to train within 90 days of hire).
- Must acquire knowledge of how to determine Medicaid eligibility, including experience with WaMedWeb (willing to train within 90 days of hire)
- Must acquire knowledge of eligibility requirements of the Lummi Tribal Health Center (willing to train within 90 days of hire).

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov. For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.